

**BE SAFE  
CHICAGO** ★★



**Be Safe.  
Retail**

# Be Safe. Retail

What's in this guide?

★ CAUTIOUSLY REOPEN  
(Phase III)

## Cautiously reopening Chicago requires:

### Healthy interactions

#### Social distancing



Limitations on physical distance to other individuals

#### Gathering size



Limitations on gatherings of individuals

#### Protective gear



Use of protective gear by individuals

#### Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

### Safe spaces and conditions

#### Entry access



Entry/exit condition for access to space

#### Cleaning standards



Actions taken to disinfect space

#### Visual guidance



Hygiene resources and guidance posted in space

#### Workplace conditions



Evaluation of foot traffic, ventilation, etc.

### Operational resilience and monitoring

#### Flexible models



Flexibility with sick leave, remote work (when possible)

#### Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

#### Travel guidelines



Restriction of movement of people between locations

#### Testing / tracking



Facilitation of testing and tracking

- Recommended guidance -

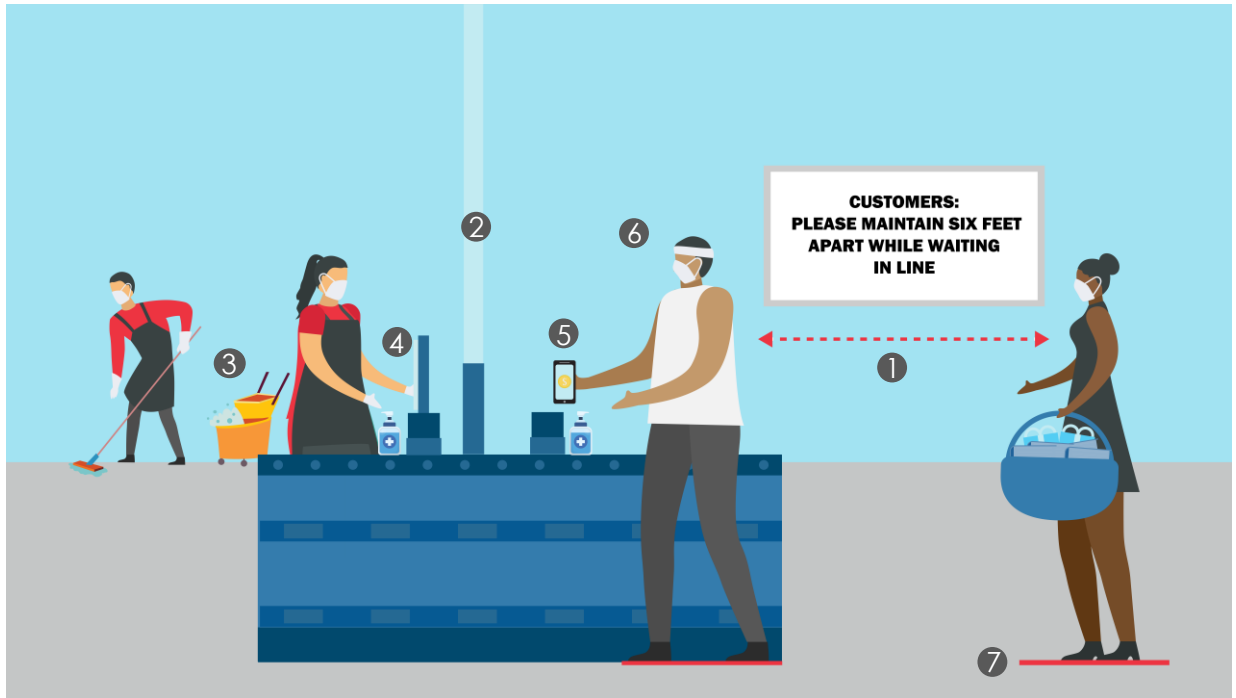
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# Be Safe. Retail

Illustrative example



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## What may be different?

- 1 Customers to maintain **physical distancing** while in store
- 2 **Impermeable barriers** may be used to maintain separation between employees and shoppers
- 3 Employees **disinfect** stores frequently
- 4 **Sanitization products** readily available for use
- 5 Customers encouraged to use **contactless payment**
- 6 Customers and employees required to wear **facial coverings** at all times
- 7 **6 ft indicators** placed throughout stores to ensure customers maintain physical distancing

- Recommended guidance -



## Ensure >6 ft between individuals and close choke points

- Provide 6 ft markers (e.g., floor markings) in any area where guests or employees queue or congregate to ensure appropriate social distancing (e.g., near checkout, deli/bakery, customer service, fitting rooms)
- If practical, provide impermeable barriers where 6 feet social distancing is not possible (e.g., check-out counters)



## Limit gatherings to ensure social distancing; spaces limited to capacity constraints

- Limit capacity to 25% for non-essential retail, 50% for essential retail, for all indoor spaces (excluding staff)
- Limit gatherings of employees and customers in choke points (e.g., cafeterias, meetings rooms, fitting rooms) to no more than 10 individuals, while ensuring 6 ft social distancing



## Ensure protective gear worn by employees and customers

- In any outdoor and indoor common spaces (not including private spaces like changing rooms), face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- Provide grocers with gloves following standard food handling protocols



## Ensure regular sanitization of hands and high-touch areas

- Provide sanitizing products for customer use (e.g., soap and water, hand sanitizer)
- Prohibit store employees from handling reusable shopping bags
- Provide employees access to sanitizing products (e.g., soap and water, hand sanitizer) and at least one hygiene break per shift; break can coincide with any other break granted/scheduled during the shift (not including a scheduled lunch)
- Clean store-issued clothing items kept in the store after each shift, and encourage employees to clean after each shift if kept at home
- Complete health and safety training related to COVID-19 when initially returning to work

# Be Safe. Retail

Safe spaces and working conditions



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(Phase III)



## Establish employee health screening protocol, customer queueing guidance

- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- Prior to entering establishment, employees self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire – see appendix)
- Employees should not report to, or be allowed to remain at, work if exhibiting symptoms or reporting they feel ill
- Provide markers outside for queuing customers, spaced 6 ft apart (creative use of people spots or similar program that would allow for safe queuing outside for small, neighborhood businesses)



## Establish daily cleaning standards for spaces and high-touch items

- Sanitize fitting rooms after each use
- Clean and sanitize public restrooms hourly
- Disinfect all high-touch areas between customers (e.g., carts, baskets, self serve checkout equipment)
- Disinfect display cases/checkout counters frequently throughout the day (at least once every 2 hours)

# Be Safe. Retail

Safe spaces and working conditions



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**Visual  
guidance**

## Provide visual guidance on hygiene standards and entry requirements

- Post comprehensive health and hygiene reminders in break room (e.g., signage from CDC guidelines)
- Post signage for social distancing/face coverings at entrance (including criteria for entering) and checkout
- If practical, periodically play PA announcements for social distancing throughout the day



**Work-  
place**

## Modify workplace operations

- Decommission self-serve / communal food; hot/cold food bars can continue to offer packaged servings; all samples (food, product) allowed if they are individually packaged, fully enclosed, and handed out by an employee
- Decommission food seating areas
- If only one bathroom exists on premises, reserve for employee use only
- If more than one bathroom exists on premises, reserve one for employee use only and others for public use
- If practical, adjust store navigation to ensure social distancing (e.g., one-way aisles)

# Be Safe. Retail

## Operations and monitoring



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**Flexible  
models**

### Limit in-person work where possible

- Minimize in person interactions (e.g., consider utilizing online trainings / virtual staff meetings)
- If practical, allow employees that can work from home to continue to do so



**Operation  
resiliency**

### Limit interaction between individuals where possible

- If practical, encourage curbside/delivery and contactless payment, and/or self-serve checkout (where available)
- If practical for full-service grocery, implement shopping hours for vulnerable populations at least once per week for one hour at the beginning of the day



**Travel  
guidelines**

### Limited travel for business

- Limit business travel with industry safety precautions; encourage virtual meetings when possible
- If applicable, limit staff travel across multiple retail locations



# Be Safe. Retail

## Operations and monitoring



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### Follow CDPH and CDC guidance for testing and tracing protocols

- If employee does contract COVID-19, they must follow all CDC guidelines before returning to work
- If an employee is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed according to CDC guidelines
- Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to CDC guidelines
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14 day period, employers are required to report cases to CDPH
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak



## Glossary

**Gathering:** A planned or spontaneous event where individuals are interacting with non-household members within close proximity (<6 ft) for an extended period of time

**Handwashing:** The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

**Social distancing:** The physical spacing of at least six feet between individuals, or groups of individuals.

**PPE:** Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

**Self-screening:** A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?

## Self-screening sample questionnaire



## General workplace guidance

### National resources for further guidance

**CDC** – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

**CDC** – *Guidance for Businesses and Workplaces*  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

**OSHA** *Guidance on Preparing Workplaces for COVID-19:*  
<https://www.osha.gov/Publications/OSHA3990.pdf>

**National Retail Federation** – *Coronavirus Resources for Retailers:*  
<https://nrf.com/resources/retail-safety-and-security-tools/coronavirus-resources-retailers>

**Retail Industry Leaders Association** – *COVID-19 Resource For Retailers:*  
<https://www.rila.org/coronavirus-resources-for-retailers>

**OSHA** – *COVID-19 Guidance for Retail Workers:*  
<https://www.osha.gov/Publications/OSHA3996.pdf>

## Retail guidance

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